CLAIMS

We claim:

1.   A process for managing an integrated information technology (IT) system having a plurality of components and providing a plurality of services, the process comprising the steps of:

    collecting, at each of the components, usage data indicating an amount of use each component receives in providing each of the services;

    reporting the usage data of each component for each service;

    constructing a valuation function for valuing each service;

    correlating each service with each component used to provide said service; and

    determining from said correlated services and components a value of each component and a value of said IT system.

2.   The process according to claim 1, wherein said value is determined from usage statistics accumulated at each component.

3.   The process according to claim 2, further comprising the step of evaluating a worth of each component based on multiple uses of said component in multiple services performed by said IT system.

4.   The process according to claim 1, further comprising the step of constructing a relationship table identifying the components used in providing each service, wherein a configuration management process is fed by a change management process in order to maintain the relationship table as changes to said IT system are made.

5.   The process according to claim 1, wherein valuing a given service comprises determining a value for each transaction conducted in providing that service.

6.   The process according to claim 1, further comprising the step of providing for each component an agent for accumulating transaction data regarding services provided using that component.

1   7.   The process according to claim 6, wherein said value is determined in said

2   determining step in accordance with the transaction data.

1   8.   The process according to claim 6, wherein said transaction data includes the type

2   of transaction and a value associated therewith.

1   9.   The process according to claim 6, further comprising the step of reporting the

2   transaction data.

1   10.   A system for managing an IT infrastructure having a plurality of components for

2   providing a plurality of services, said system comprising:

3   an agent associated with each of the components, said agent identifying each

4   transaction of a service performed by said IT infrastructure;

5   a information collection system for collecting from said agents transaction

6   information relating to each service performed, said system determining from said

7   transaction information which of said components are involved in said transaction.

1   11.   The system according to claim 10, wherein said information collection system

2   provides a report which identifies for each service the value of said service and the value

3   of the components used in providing said service.

1   12.   A system for managing an IT infrastructure comprising:

2   an information technology process model which defines a plurality of groups of

3   processes defining information flow for an integrated management model defining the IT

4   infrastructure for a plurality of IT services; and

5   a plurality of agents for monitoring each component of said IT infrastructure, said

6   agents collecting transaction information identifying each transaction by service type;

7   said agents reporting over said IT infrastructure transaction information to said

8   information process model whereby said information is used by said model.

1   13.   The system for managing an IT infrastructure according to claim 12 wherein said

2   information is processed to provide a table which identifies for each component the

3   service in which the component participates.

1   14.   The system for managing an IT infrastructure according to claim 13 wherein said

2   information from said agents are processed to derive a second table identifying the total

3   value of each service based on said information.

1   15.   The system for managing an IT infrastructure according to claim 14 wherein said

2   total value is determined for at least some of said services based on the number of

3   transactions performed by said services.

1   16.   The system for managing an IT infrastructure according to claim 13 wherein said

2   first table includes a valuation of each component based on its participation in each of

3   said services.